GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA

UNSTARRED QUESTION NO:1179
ANSWERED ON:24.07.2017
Jumbo LPG Cylinders
Kothapalli Smt. Geetha;Wanaga Shri Chintaman Navsha

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether Indian Oil Corporation Limited has launched jumbo LPG cylinder weighing 450 kilogram in Coimbatore recently and if so, the details thereof;
(b)whether the said jumbo LPG cylinder does not need a license and if so, the details thereof;
(c) whether the Government has inaugurated/launched a single 24 hours all India toll free helpline number 1906 for lodging complaint for LPG leakage in the country and if so, the details thereof;
(d) whether it is a fact that each Oil Marketing Company (OMC) has a separate helpline number which is not toll free and if so, the details thereof; and
(e) whether the Government has instructed OMCs to make it toll free soon and if so, the details thereof along with the number of complaints received by OMCs on helpline number 1906 and solved so far, OMC-wise?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DHARMENDRA PRADHAN)
(a) Indian Oil Corporation Limited (IOCL) has informed that it has introduced 450 Kg. capacity LPG cylinders under Non-domestic category to meet the demand of high consuming commercial industrial customers at Coimbatore.
(b) It has been informed by IOCL that Coimbatore LPG Bottling Plant has been granted permission to bottle 450 kg capacity LPG cylinders by Petroleum and Explosives Safety Organisation (PESO). Further, as per Gas Cylinder Rule 2016, license is not obligatory for working places, where LPG cylinders are directly connected to the manifold installations constructed complying the requirements of IS:6044 Part I and adapting sound engineering practices.
(c) to (e) The Government has launched a multilingual LPG Emergency Helpline Number 1906 on 1.1.2016. This facility is available 24*7 operations with 2 shifts of 12 hours each for attending emergency LPG leakage complaints. The call center is having a web based application for logging, viewing and monitoring the call logs & updation of the contact details of the mechanic & field officers. OMCs have reported that since launch of the helpline number till 16.07.2017, they have received 3,59,886 complaints and have been attended to resolve the complaints.
Further, in order to have a more convenient, easy and effective way to enable the customer to air their complaints, an unique toll free number 18002333555 is in operation for complaint registration through call centres on Industry basis. Customers can also register their grievances online on www.indane.co.in or www.mylpg.in